

IMAC IT Subcommittee Meeting Minutes

Thursday, May 8, 2003

Present: Jeanne Brandl (Marathon County), Kathleen Luedtke (DHFS), Jim Jones (DHFS), Bob Martin (DHFS), Luann Page (Waukesha W-2), Bill Blank (Juneau County), Evie Ryan-Tondryk (DHFS), Divia Nidhi (Deloitte), Debbie Bigler (Milwaukee County), Tony Sis (Dane County), Laurie Teubert (DHFS), Sara Pynenberg (DHFS), Amanda Rogers (Deloitte), Pam Waffle (Columbia County),

By teleconference: Diane Peterson (St. Croix County).
Kelly Reid (OIC – Milwaukee)

Jim called the meeting to order and the minutes from the previous meeting were approved.

IMAC Update

Jim updated the group on the April 17th meeting of the ad hoc committee regarding workload reductions and enhanced program integrity. Look on the IMAC website for notes and materials from this April 17th meeting. The Joint Finance Committee of the Legislature will determine which of the workload reduction plans will be implemented.

Review of Income Calculator and Change Driver Flow Projects

Amanda Rogers of Deloitte Consulting explained the contents of her handouts (pgs. 1-12) about the functionality of the income calculator and change driver flows. Jim will send an updated soft copy of the handouts to committee members. These projects will be implemented in the CARES production environment on June 20, 2003 and are part of the Food Stamp Error Reduction Project. What follows are noted on the discussion related to these enhancements:

Driver Flows

- Note that the 4 mini driver flows will occur only when the case is in ongoing mode.
- Should FEPS or resource specialist staff run SFEX when a mini driver flow is activated? An OPS Memo needs to discuss that only ES type workers should be running SFEX on programs that are non-work programs. Security Officers at local agencies will need to clean up security clearance when worker type and job function are not consistent with security expectations of the state.
- Question arose about whether it will be possible to override the mini driver flows.
- A mini driver flow will be schedule only when data fields on ACCH, AFEI, or AFUI have already been populated.
- An OPS Memo must also discuss use of PF12 vs. ENTER
- Mini driver flows will likely result in a small increase in CARES transactions.
- Suggestion was made to schedule ANCI also after AFUI to end childcare when someone goes on UI or WC.
- Suggestion was made that some workers will \$0 employment income rather than end date income to avoid going to the other screens that will be scheduled by the mini driver flow.

Comments on page 1 of the handouts were as follows:

- Note that the change driver for ACCH will be scheduled only when change is made to any address field, except zip code.

- Suggestion was made to schedule SFEX at the end of this change driver.
- Regarding the AFEI change driver when employment ends, change the handout description after ANDI from Individual Demographics to Disability Information.
- Suggestion was made to schedule CCAC, also, when employment ends.
- Regarding the AFEI change driver, change the handout description after AFDC from Individual Demographics to Dependent Care.
- Regarding the AFEI change driver when a new sequence is added, suggestion was to schedule ANDI also.
- Regarding the AFUI change driver when a new type of income is added, suggestion was made to schedule ANCI also, to end childcare. Also to change the description of AFDC on the handout from Individual Demographics to Dependent Care.

Income Calculator

Sara Pynenberg discussed the background behind this enhancement. The reason we are going with a new earned income screen with a built in calculator is to improve accuracy for Food Stamps and make it easier to calculate and support prospective budgeting. Amanda Rogers gave an overview of the new screen AFWG.

It was made very clear that for all existing earned income, this income will be tracked on AFDE. For all new income, beginning July 2002, earned income will be tracked and calculated on AFWG. As part of this enhancement CARES will have a new verification code, LT. This means “check stubs for the last 30 days”. If the verification code LT is not entered, a soft edit will require the worker to go to the comment portion of AFWG, which the worker then ENTERs to pass. Override amounts can be entered at 2 locations on AFWG and this override amount will be reflected on AFEI. The small “chart” configuration in the center of AFWG deals with pay types, not paychecks. A suggestion was made to add a column on this chart to document whether the income is received regularly. The worker must still manually average the hours worked weekly (prospectively), and this will continue to be error prone.

CARES Wish List

Note: The Wish List table from counties that was handed out had items that were previously discussed in shaded cells. Today’s discussion centered on unshaded items, for the most part. Today the committee discussed unshaded items on the table through the Dates heading, but little or no discussion of items related to CC or WP/FSET.

- Jim informed the group that In September/October 2003 CARES will be changed to suppress NRQ letters, combine all Medicaid subprograms into 4 categories on notices and change the Medicaid denial notice to state an individual’s status in relation to his or her deductible.
- A suggestion was made to add Notices of Decision to the item “Letters should be specific for only the program requested”.
- Regarding CMCA, Jim asked Divya to check the status of moving the screen literal so that all cases are not accidentally moved when only one case should be moved.
- Discussion occurred regarding dropping an RFA from CMCA once ASII has run or case has aged out (30 days).
- The tolerance level for data exchange for 4th quarter 2002 data has changed. A clean up of this change will occur during the weekend of May 10th. A DXBM will announce this clean up.

- The June 20th implementation of the change driver flow for AFEI will enhance screen flow for childcare program. These changes need to be communicated to the child care business area.
- Regarding driver flow items, there was discussion that case comments might be better addressed by a web based user interface. There was also a suggestion that in some instances auto comments might be plugged to enhance accountability for case actions.
- The self-declared/proclaimed verification code will be implemented in CARES on May 23, 2003.
- Suggestion was made that wiping out verification codes and 0s for reviews must be discussed in more detail. Consideration must be made regarding whether a change in this regard will not increase errors.
- Regarding query access, a suggestion was made to study the way KIDS handles security and query access and apply this to CARES, screen AWIN in particular. During this discussion it was mentioned that in some instances a person or persons in a case will not be interfaced with MMIS. County representatives at the meeting were asked to identify specific instances where this is happening and e-mail them in to the CARES Call Center. Suggestions was made that research should be done to determine how much information might “come back” from history if a person is selected on AQCM to rejoin a case. When the Case directory is automated there will no longer need to be better sort features on AQIN. Suggestion that having a PF key on AQCS to show benefits by name of recipient will reduce unnecessary running of SFEX.
- Jim commented that simplification of passwords is not an achievable outcome and the item was struck from the list.
- Divya agreed to send all committee members a listing of CARES Wish List items that are already identified in PCRs.

Change Center Update

Both Change Centers are working well. Milwaukee will be using Apropos very soon. Dane County now has cards to give to clients that list phone number, etc., for change center. There has been phone and line expansion at Dane County. Tony Sis informed the group that about \$25,000 (Food Stamp Re-Investment funds) has been spent on the Dane County call center thus far. Dane County has 2.5 FTE staff on their phones; all are half time in the call center. They average 138 calls per day at present (120 calls answered, 25 misdirected).

Other Business

CARES enhancements will occur in the area of Alerts in May and July 2003. In May, alerts will begin to be generated if anyone in a food unit becomes a certified or licensed child care provider, if anyone in a food unit is receiving W-2 on another case and if w-2 and Food Stamps exist in the same case and a change is made to W-2 information. In the final instance, the case will be automatically triggered to run SFEX at adverse action. In July, workers will begin to get an alert telling them a Food Stamp case has “exceptioned out” and didn’t run through adverse action. The reason that the case “exceptioned out” will continue to be displayed on the EOS error report.

Jim handed out and briefly discussed the *CARES April Highlights*.

The meeting was adjourned at 12:30 PM.